



**ARIZONA DEPARTMENT OF HEALTH SERVICES
DIVISION OF PUBLIC HEALTH SERVICES
BUREAU OF EMERGENCY MEDICAL SERVICES
CERTIFICATION INFORMATION SHEET**



Certification Regional Offices

PHOENIX

Certification Services
Bureau of EMS
150 N. 18th Ave., Suite 540
Phoenix, AZ 85007-3248

TUCSON

Certification Services
Bureau of EMS
400 W. Congress, Suite 100
Tucson, AZ 85701-1353

FLAGSTAFF

Certification Services
Bureau of EMS
1500 E. Cedar Ave., Suite 22
Flagstaff, AZ 86004-1642

Customer Service Representatives

PHOENIX

Lynn Snyder, Manager
Maria Reynolds, CSR
Susan Johnson, CSR
(602) 364-3186

TUCSON

Esmeralda Chiquete, CSR
(520) 628-6985

FLAGSTAFF

Linda Barreras, CSR
(928) 774-2218

Statewide Toll Free: 1-800-200-8523

The Bureau of Emergency Medical Services Certification offices listed above are open Monday – Friday, 8:00 a.m. to 5:00 p.m. excluding state holidays. Any of our Customer Service Representatives can be contacted if you require assistance, as they are trained to answer your certification questions. It is recommended that if the regional Customer Service Representative is not available or out of the office, you use the toll free number to the Phoenix office for assistance. If you require the assistance of the Certification Manager, you may contact Ms. Lynn Snyder directly at (602) 364-3186.

Initial Application Process

An applicant may not practice as an EMT until the Arizona Bureau of Emergency Medical Services has issued Arizona certification. This includes individuals who hold current National Registry but who are not yet Arizona certified.

EMT Applications can be obtained by contacting one of the BEMS offices listed above or can be printed from our website www.azdhs.gov/bems. Applications must be submitted on the official BEMS application and must be printed on **white** paper. Applicants are encouraged to use the new electronic version of the application whereby applicant information can be typed into the document then printed.

The Bureau is working on electronic submission of applications. But at this time applications may be mailed or hand delivered.

Applications are the responsibility of the applicant. The Bureau prefers that applicants handle their own applications. If an application is submitted by other means, such as from a training program, the Bureau holds the applicant responsible.

The Bureau generally processes applications within 5 to 10 working days but may take longer in some cases. If an application is hand delivered, our Customer Service Representatives may be able to process you and provide the certification card while you wait, if time and circumstances allow.

National Registry Basic Written Examination Process

Applicants for basic certification who need to take the National Registry Basic Written Exam are required to telephone a Bureau certification office to schedule and obtain a testing location, date, and time. Initial applicants are scheduled to test at the next available test at the time their initial applications are processed. A test confirmation letter will be mailed to the applicants providing test date, time and location. Applicants are asked to wait 10 days after mailing in their Arizona application or 20 days after the course completion before they call to schedule the exam. Applicants who fail to schedule the test and are not placed on a Bureau testing roster will not be allowed to take the National Registry exam. Exam scheduling will be closed to scheduling (5) business days prior to the exam date. The applicants should keep a copy of the front portion of their National Registry application in case they need to re-take the test. This way they can use the copy as a re-test application and all the information that needs to be provided on the application will already be on the copy.

National Registry test results take approximately 3 to 6 weeks to be received at the Bureau. Once the Bureau receives proof that you have passed, the Bureau will make every effort to get your Arizona certification card to you within 10 working days. If 20 days have passed since you received your National Registry scores, and you have not received your State certification card, please call the Bureau to make sure your certification card has been mailed to you.

If you failed the National Registry exam, you may telephone a Bureau certification office to be scheduled for a National Registry re-test. (This is when the copy of your original National Registry application comes in handy.) Please do not wait too long to schedule your re-take. You are entitled to three (3) attempts to test National Registry. Your practical is good for one year. Once the practical is one-year old, you will be required to take a refresher course to be eligible to test again. Although the National Registry results can be viewed on their website www.nremt.org soon after they score your test, the Bureau will not be able to schedule an applicant for re-testing until our certification office is in possession of the official National Registry results which are mailed. National Registry can be contacted by phone at (614) 888-4484.

Re-Certification Process

An Arizona certified Basic, Intermediate, or Paramedic EMT is encouraged to submit a recertification application no earlier than 90 days before your State certification expires, and no less than 30 days prior to expiration.

If your certification lapses, you will be required to submit an Initial EMT Application and show verification of current National Registry to regain AZ certification.

If a completed application is submitted on the day of expiration, it will be processed in the order it was received. So even though you may not have any further requirements to meet, you will not show as recertified by BEMS until your application is processed.

Conversion From Temporary to Permanent

If you possess an Arizona temporary certification and have completed the refresher course required for permanent certification, you do not have to turn in another Arizona application. You must request permanent status by faxing or mailing a copy of the certificate of completion of your refresher course and a copy of your current National Registry certification card. Please write your social security number or State certification number on the copy of the certificate of completion as a reference. Once the Bureau receives proof of completion of your refresher course and proof of current National Registry certification, you will be issued the additional 18 months to your certification and a new certification card will be issued.

An applicant who holds an Arizona Temporary Certification may not utilize a Challenge Exam to satisfy requirements for gaining the remaining 18 months certification. The applicant must complete an Arizona State approved refresher course.

General Information

If your card is lost or stolen, or if you have a change of address or change of name, you must submit a Certificate Change/Duplicate Card Request available on the Bureau website or at one of our three offices. All name changes must be accompanied with verifying documentation.

Frequently asked questions pertaining to EMT certification is posted on the Bureau Website. It is currently being revised to reflect the new rule changes. E-mail addresses for all Bureau staff are also located on the website. Feel free to contact us by that means if that is your choice of communication.